

CULTURE AND PSYCHOLOGY OF COMMUNICATION IN PEDAGOGICAL ACTIVITY

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ANNOTATION

The article discusses the general rules of etiquette for the activities of a teacher, pedagogical tact, manners of a teacher and her role in the upbringing of the future generation. Communicative competence, purposefully improved in the process of rhetorical education, acts as an important component of the professional competence of graduates of higher education institutions in modern conditions of a dynamically developing society.

Keywords: pedagogical activity, pedagogical communication, pedagogical cooperation, altruistic relations, educational and pedagogical process, pedagogical conflict, conflict resolution.

Pedagogical activity itself suggests that relations should be built on the basis of high moral and ethical principles. Interpersonal interaction was studied by A.A. Bodalev, B.F. Lomov, A.V. Mudrik, V.M. Myasishchev and others.

One of the components of a teacher's professionalism is competence in interacting with students. It is in communication that students develop. The learning outcomes depend on how the communication process is built. The purpose of communication in learning is the development of students in the learning process.

For pedagogical communication to be fruitful, two conditions are necessary: pedagogical cooperation and pedagogical interaction.

Communication as interaction assumes that people establish contact with each other, exchange certain information in order to build joint activities, cooperation. In order for communication as an interaction to occur without problems, it should consist of the following steps:

Establishing contact (acquaintance) involves understanding another person, presenting oneself to another person;

Orientation in a communication situation, understanding what is happening, holding a pause;

Discussion of the problem of interest;

Solution to the problem;

Ending a contact (leaving it).

Pedagogical cooperation is a two-way process based on the interaction "teacher - student". The success of this process depends on the activity and personality of the teacher and the activity of the student. And pedagogical interaction is adequate to the individual capabilities of the student's personality, contributes to its maximum manifestation.

Pedagogical communication "teacher-student" is qualitatively different from school communication. The content of education and upbringing is different in the university. The main function of the university is the formation of the personality of a specialist. And this goal should be subordinated to the communication of teachers and students. Without an awareness of partnership in the activities of students, it is difficult to involve them in independent work,

instill in them a taste for the profession, and educate the professional orientation of the individual as a whole.

“The main requirements for the relationship “teacher-student”, “student-student” can be formulated as follows:

- interaction of factors of cooperation and statements in the organization of the educational process;
- the formation of the spirit of corporatism, collegiality, professional community with teachers;
- orientation of the system of pedagogical communication to an adult with a developed self-awareness and thereby overcoming the authoritarian educational influence;
- the use of the professional interest of students as a factor in the management of education and training and as the basis of pedagogical and educational work"

But communication is built not only between teachers and students, but also between teachers themselves. Finding acceptable standards of business communication with employees of equal status is not easy. Especially when it comes to communication and relationships within the same team. In this case, colleagues are often rivals in the struggle for success and promotion. At the same time, these are people who belong to the same team with you.

One of the studies of the school teaching staff showed that the altruistic type of interpersonal relations prevails in it. Most teachers are focused on hypersocial attitudes. This is altruism and kindness, super-obligation, a pronounced willingness to help and sympathize with others. At the same time, it is in this type that the problem of repressed hostility is clearly manifested. It causes increased tension, somatization of anxiety, a tendency to psychosomatic diseases.

Communication with other people is an integral part, a necessary condition for a full life for every person. The best thing in our life is connected with communication. And the most annoying thing? Also with communication, with relationships at home and at work.

The influence of personal qualities on communication A person has such individual qualities as intellect, will, morality, etc. These qualities are formed in an individual under the influence of family, social and cultural life of a person.

Thinking about what interferes with normal communication, interaction, we most often recall conflicts and what is connected with them: lack of relationships, threats, hostility, resentment, attempts to prove our case. We are accustomed to treating conflicts as only a negative phenomenon. We want to avoid them. We need to define what conflict is.

There are various definitions of conflict, and all of them emphasize the presence of contradiction, which takes the form of disagreements when it comes to human interaction. Conflicts can be hidden or overt, but they are always based on a lack of agreement between two or more parties - individuals or groups. Conflicts, as an inevitable phenomenon, should not be fought. They need to be managed: a properly organized conflict interaction is a sure, albeit not an easy, way to agreement.

Conflict Resolution Rules:

- Identify the subject and source of the conflict.
- Do not expand the subject of the conflict, reduce the number of claims, especially those of an emotional nature. You can't immediately understand all the problems of relations - you need to

find out the main one, which is the core of the conflict: mutual hostility, business cooperation, or just envy.

- You need to know how the conflict develops.

- It is necessary to be attentive to both conflicting parties - the "initiator" and the "accused", to find out the goals (self-affirmation, ambition, desire to humiliate another person, etc.). There must be a positive decision, not just a punishing one.

-Need a correct assessment of both sides (There should not be a winner).

- You can not overestimate the merits of some and underestimate the merits of others. It is impossible to encourage some all the time, punish others, and simply ignore the third.

-Particular attention should be paid to conflict personalities. Each team has its own "Baba Yaga", but it is necessary not to let her evil inclination bloom in full bloom. There are 4 types of conflict personalities: demonstrative, rigid (inert), pedant-personality of the "ultra-precise" type, conflict-free.

- Remember: each person is an individual, be able to accept the point of view of another.

- The closer the relationship, the more difficult

- Do not try to completely re-educate, remake another, this is a thankless task. Better educate yourself.

- Remember: heterosexuality in a group means that purely feminine and masculine features of psychology are inherent.

- It is necessary to accumulate "baggage" of positive knowledge about another person, and not to strengthen the negative dominant.

- Monitor the flow of information without distortion as far as possible.

-The most positive attitude is public praise, the most negative is public proposing.

- It is necessary to carefully monitor the tone and form of the conversation, try to avoid categorical and harsh forms, be able to win over people.

It should be remembered that the most attractive image of a person is friendly, benevolent. It is easier for people to accept the position or point of view of the person to whom they have an emotionally positive attitude, and vice versa. Such people are endowed with charm. The level of personal charm can be determined by the presence of the following types of qualities in a person.

1. Natural qualities: sociability; the ability to easily converge with people, empathy; the ability to empathize, reflection - the ability to influence another person, eloquence; the ability to influence the word, the ability to please people.

2. Characteristics of the individual, which are the result of education and upbringing: moral values, spiritual health, possession of communication techniques, business speech, anticipation and overcoming of conflict situations.

3. Characteristics of the personality associated with the life and professional experience of a person. It is extremely important and valuable if experience sharpens intuition.

An important aspect of communication is the knowledge of the most typical features of human behavior, his character traits and moral qualities. The style of communication is also influenced by the temperament of its participants.

An educated and well-mannered person is recognized by modesty. He avoids boasting about his knowledge and acquaintances with the "right" people.

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